

Sofia Hernandez

Operations Coordinator |
Scheduling, Vendor
Coordination & Process
Improvement

CONTACT

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SKILLS

Operations:

Scheduling & Calendar
Management, Vendor &
Contract Coordination,
Process Documentation
(SOPs), Purchasing &
Inventory Support, Budget
Tracking, Facility & Asset
Management, Onboarding
Logistics

Coordination & Reporting:

Cross-Functional
Communication, Project
Tracking, KPI Reporting,
Meeting & Event Coordination,
Compliance Documentation

Tools:

Microsoft 365, Excel (Pivot
Tables, VLOOKUP),
Smartsheet, Asana,
QuickBooks, Salesforce,
Slack, Zoom

EDUCATION

Bachelor of Science in

Business Administration

University of South Florida —
Tampa, FL
2022 | GPA 3.5

CERTIFICATIONS

- Certified Associate in
Project Management
(CAPM) — in progress
- Microsoft Office Specialist:
Excel
- Lean Six Sigma Yellow Belt

SUMMARY

Operations Coordinator with 3.5 years of experience supporting daily operations for a 150-employee services company. Streamlined scheduling and vendor workflows that cut administrative time by 30%, managed a \$1.2M operating budget, and improved on-time project delivery to 96%. Skilled in coordination, reporting, vendor management, and process documentation.

EXPERIENCE

Operations Coordinator

Jun 2023 – Present

Sunshine Coast Services Group — Tampa, FL

- Coordinate daily operations across 4 departments and 150 employees, handling scheduling, vendor requests, and facility needs.
- Cut administrative time by 30% by creating standardized request forms, SOPs, and shared Smartsheet trackers.
- Track and report on a \$1.2M operating budget; identified \$85K in savings by consolidating 9 vendor contracts.
- Improved on-time project delivery to 96% by running weekly cross-team status meetings and escalating blockers.
- Prepare monthly KPI reports for leadership covering productivity, cost, and service metrics.
- Support audits and insurance renewals by maintaining vendor certificates, licenses, and compliance records with 100% on-time submission.
- Coordinate quarterly company events and office moves for 150 staff, finishing on schedule and 8% under budget.

Administrative & Operations Assistant

Jul 2022 – May 2023

Bay Area Property & Maintenance — St. Petersburg, FL

- Scheduled 60+ technician visits per week and maintained 98% appointment accuracy.
- Managed purchase orders, inventory counts, and supplier communication for 30 recurring vendors.
- Digitized 2,000 paper records into a searchable cloud filing system.
- Onboarded 25 new hires with equipment, access, and training schedules.

HIGHLIGHTS

Process Champion Award 2024 for the vendor-request workflow that reduced response time from 3 days to 1 day; bilingual in English and Spanish.

SELECTED PROJECT

Vendor Consolidation Initiative: mapped spend across 9 contracts, negotiated new terms, and standardized ordering, saving \$85K annually and cutting purchase-order errors by 40%.